

WORKERS' COMPENSATION CLAIMS SPECIALIST

NATURE OF WORK

This is responsible, specialized technical work investigating and processing worker's compensation claims for self-insured claims programs.

Work involves responsibility for investigating and processing workers' compensation claims, establishing reserves, and for coordinating the disbursement of benefits. Work also involves considerable personal contact with claimants, medical providers, attorneys and the Nebraska Workers' Compensation Court. An employee in this class is expected to exercise independent judgment and initiative requiring technical skills and understanding of worker's compensation law. Supervision is received from the Risk Manager or an administrative superior with work being reviewed in the form of accuracy and effectiveness of services provided.

EXAMPLES OF WORK PERFORMED

Investigates and processes self-insured workers' compensation claims.

Reviews loss report forms and related forms to determine if they contain sufficient information to make a valid claim.

Gathers additional information by requesting statements from witnesses, supervisors, claimants, doctors and other medical providers; determines when statements and independent medical examinations are required.

Evaluates facts and applies law in order to recommend approval/denial of claims; approves/disapproves medical bills; notifies claimant, medical service providers, attorneys and others involved in the status of claims.

Maintains files for claims in order to document data, reserves and payments; prepares quarterly and annual reports as well as special reports when requested; prepares own correspondence and payments for claims.

Answers questions from claimants and other parties; explains legal requirements and procedures which apply to workers' compensation claims.

Calculates and issues benefits; reconciles statements from claimants.

Operates microcomputer, word processor, calculator and other common office equipment; electronically submits all necessary reports to Nebraska Workers' Compensation Court.

Performs related work as required.

DESIRABLE KNOWLEDGE, ABILITIES AND SKILLS

Knowledge of workers' compensation laws and guidelines.

- Knowledge of interviewing and investigating procedures.
- Knowledge of legal and medical terminology.
- Knowledge of insurance claims adjusting.
- Some knowledge of accounting principles and procedures.
- Some knowledge of Nebraska Workers' Compensation Act.
- Ability to interpret and apply directives, guidelines and laws to workers' compensation claims.
- Ability to analyze claim data and prepare statistical analysis of claims.
- Ability to perform mathematical calculations.
- Ability to establish and maintain effective working relationships with governmental officials, employees, co-workers and the general public.
- Ability to communicate effectively both orally and in writing.

DESIRABLE TRAINING AND EXPERIENCE

Graduation from an accredited four-year college or university with major course work in insurance, business administration or related field with special emphasis given to an accredited insurance education or claims adjusting program with experience administering and/or adjusting workers' compensation claims.

MINIMUM QUALIFICATIONS

Graduation from a senior high school or equivalent with college level course work in insurance, business administration or related field with experience administering and/or adjusting workers' compensation claims; or any equivalent combination of training and experience which provides the desirable knowledge, abilities and skills.

Approved by: _____
Department Head

12/89

Revised 11/97

Revised & Title Change: 8/2003

PS1321